

METHOD FOR CUSTOMIZING INFORMATION FOR INTERACTING WITH A
VOICE MAIL SYSTEM

ABSTRACT OF THE DISCLOSURE

A method and apparatus for personalizing voice messages to be used by a voice mail system in interacting with a user based on information provided by the user in an interactive communication between the voice mail system and the user. The method comprises the steps of creating sets of recorded messages according to distinct personalities for interacting with the voice mail system, selecting a recorded message from the plurality of sets of recorded messages based on interactive inquiries between the user and the voice mail system, and personalizing the selected recorded message responsive to the information provided by the user.

DSZ PAS152227.1-*--10/1/98 1:36 pm